



Town Hall Meeting

March 8, 2022

Hartford Emergency Assistance Response Team



Introductory Remarks

Mayor Bronin

Hartford Emergency Assistance Response Team



Thank You to Our Partners

- **External Advisors:**
 - Susan R. Niemitz, CEO, Capitol Region Mental Health Center
 - Madeline Pérez De Jesús, Ph.D., University of Saint Joseph
 - Gary Rhule, MD, MPH
 - Harold I. Schwartz, MD
 - C. Steven Wolf, MD FACEP
- **City of Hartford Representatives:**
 - Liany Arroyo, City of Hartford Health Director
 - Chief Reginald Freeman, Hartford Fire Department
 - Chief Rodney Barco, Hartford Fire Department
 - Councilman Nick Lebron, Chair of the Public Health Committee
 - Thea Montanez, COO, City of Hartford
 - Chief Jason Thody, Hartford Police Department
 - Susan Webster, Director of Emergency Services and Telecomm.
 - Patricia McIntosh, Project Manager
- **Also, Thank You:**
 - Aetna, AMR, Hartford Healthcare, Trinity Health

Hartford Emergency Assistance Response Team



Purpose

The City of Hartford commits to creating a safe, humane and comprehensive response to non-violent emergency calls for service for individuals with emotional distress.



Hartford Emergency Assistance Response Team

How We Got Here



Highlights of the past two years:

- **Sep. 2020:** Mayor and City Council approve project funding
- **Oct. 2020:** The project is announced; a Project Manager is hired; and an Advisory Board is formed
- **Mar. 2021:** The Advisory Board submits recommendations
- **Nov. 2021:** Agency partners are identified
- **Dec. 2021- Present:** The process of integrating the Public Safety Departments and the Agency Providers unfolds

Hartford Emergency Assistance Response Team

Spring 2022



- Hartford Emergency Assistance Response Team (**HEARTeam**) will deliver tiered responses to 911 calls for youth and adults in emotional crisis.
- Starting this Spring, 2022, our 911 call center will begin dispatching the HEARTeam, just as they dispatch other public safety services.



HEARTEAM Partners

Who's on the HEARTEAM?



Capitol Region Mental Health, Mobile Crisis Team

- Targeted Client Group:
Adults with severe and persistent mental illness and/or co-occurring substance use; adults in behavioral health crisis
- Response Model:
Under the auspices of DMHAS, MCT provides services to all adult residents regionally; a longstanding partner with Hartford Police Department utilizing a Crisis Intervention model; deploy a team of clinicians to conduct community crisis evaluations independently or in conjunction with HPD.
- Areas of Focus:
Long-term relationship with residents, HPD, city hospitals; access to statewide service history; able to manage complex care needs.



Community Renewal Team

- Targeted Client Group:
Adults in less acute emotional distress.
- Response Model:
Social work clinicians and peer responders are deployed by dispatch and conduct independent outreach.
- Areas of Focus:
Crisis de-escalation and connection to other services, including basic needs, employment, housing and other health services.



Wheeler Clinic

- Targeted Client Group:
Children and youth (under 18 years of age) experiencing a behavioral health crisis.
- Response Model:
Deploys clinicians with expertise in working with youth.
- Areas of Focus:
Able to provide follow up care; existing partnerships with 211, DCF, Hartford Public Schools, and Connecticut Children's Medical Center.

Hartford Emergency Assistance Response Team

A Word from Our Partners...



Community Renewal Team
Changing lives... Creating opportunity!



COMMUNITY | HEALTH | CARE



Closing Remarks

Mayor Bronin



Questions & Answers



Thank You for Attending!
